

Southwest Reporting (Scheduling)

From: Southwest Reporting (Scheduling) <scheduling@swreporting.com>
Sent: Friday, April 12, 2019 11:25 AM
To: 'Michelle Cherney-Perez'
Cc: 'Pasqual Perez'; 'SW Production'; 'tim.m@swreporting.com'; 'scheduling@swreporting.com'
Subject: RE: Rate Increase

Michelle,

Thank you for sending those rates, we will update everything on our end.

Additionally, the cancellations you all get from us are due to the client cancelling on us, NOT us finding someone else. What have we said or indicated to make you believe the contrary? Client cancellations cannot be helped or even anticipated beforehand, I am sure you know that.

You guys are our main videographer for the SA/Austin area, so yes, you DO get all of our work whether it is video only or a normal deposition. You are always the first person we call!

I am just not sure what we have done wrong here.

Are you still going to cover the 5/1 in SA for us? It is a regular depo with reporter and videographer.

Thank you,

BARBARA MCCAULEY | National Scheduling
SOUTHWEST LITIGATION SERVICE* | P: 713.650.1800 | F: 713.650.6245
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*Southwest Reporting & Video Service, Inc. d/b/a Southwest Litigation Service

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From: Michelle Cherney-Perez <m.cherneyperez@gmail.com>
Sent: Friday, April 12, 2019 10:56 AM
To: Southwest Reporting (Scheduling) <scheduling@swreporting.com>
Cc: Pasqual Perez <pasqualperez@yahoo.com>; SW Production <swreptproduction@swreporting.com>; scheduling@mslegalsupport.com; tim.m@swreporting.com
Subject: Re: Rate Increase

Good morning Barbara,

I sent out an official email notifying you of our rate increase for regular video depositions but, I neglected to include our updated video-only rate. To clarify, our prices are as follows:

Regular video rate: \$85/hr*

Video only rate: \$100/hr*

Pip/Elmo rate: \$400 in addition to hourly

*3/hr minimum

Barbara, at this time, our schedule is filling up for the end of April and the month of May. Unfortunately, due to the amount of cancellations from Southwest and the fact that we are not getting all of your video work, we will not be able to make any reservations on our calendar more than a week out. We hope you understand our position and we apologize for any inconvenience.

Sincerely,
Michelle Cherney
Trey Perez
Austin Legal Video, LLC

On Fri, Apr 12, 2019 at 8:16 AM Southwest Reporting (Scheduling) <scheduling@swreporting.com> wrote:

Good morning Trey and Michelle!

I know I had spoken briefly last week with you regarding your rate increase for video jobs, and for Video Only jobs more specifically. Can you send me an official email or rate sheet that shows the difference in rates with regard to Video Only jobs and then normal depositions with Court Reporter present? We need to update your profile/account on our end.

Thank you,

BARBARA MCCAULEY | National Scheduling

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Michelle Cherney
Office Manager
Austin Legal Video, LLC
C: 512.294.3053